

## Kent County Council

### Job Description: Contracts and Compliance Officer

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<b>Directorate:</b>	Growth, Environment and Transport
<b>Unit/Section:</b>	Highways, Transportation & Waste Waste & Business Services
<b>Grade:</b>	KR9
<b>Responsible to:</b>	Waste Services Manager
<b>Location:</b>	Invicta House

#### **Purpose of the Job**

To support the Waste Services Manager in the day to day operation of the service and to represent the Waste Disposal Authority at Contract Board Meetings. To act as the professional primary point of contact for the Provider, working to resolve issues collaboratively and to advise the Waste Services Manager of any escalated issues which require intervention. To provide discretion and confidentiality with regard to commercial discussions and to take a pro-active stance in liaising and responding to all stakeholders to ensure a satisfactory resolution is achieved for KCC.

#### **Main duties and responsibilities:**

1. Support the Waste Services Manager in the day to day operation of the service, attend meetings in a pro-active capacity where required and make sound recommendations to ensure best outcome for KCC;
2. Take responsibility for investigating and resolving Customer, Provider or Partner enquiries, complaints or mystery shopper feedback relating to Waste Services, offering timely resolution using professional judgement;
3. Provide Waste Services Manager with regular updates on Customer and Partner Satisfaction, Escalations and Performance of contractors, as well as any new industry information, market changes or relevant updates in legislation;
4. Undertake compliance role with regard to Contractual arrangements, inspect sites for compliance, particularly with regard to Environmental and Health and Safety regulations, take the lead in Contract Boards and effectively manage the Council/Provider relationship;
5. Continually review (using financial data and performance information), existing operations/contractual agreements; using project management and actions plans, propose enhancements or improvements to realise financial and operational efficiencies;
6. Assist with the management of the Waste Services Procurement plan, identifying the next phase of the commissioning cycle for each existing contract and support the Waste Services Manager to procure and commission new contractual arrangements, with regard to specification writing and evaluation of bids.
7. To provide a flexible presence for responding to service enquiries which may not fall within normal working hours.
8. You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your technical and professional skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: Contract and Compliance Officer

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Educated to NVQ level 4 or equivalent experience in Waste Management</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working in local government or similar environment</li><li>• Experience of working in a waste environment or an environment which manages contracts or performance of contractors</li><li>• Proven technical and professional experience</li><li>• Experience of leading productive meetings and producing successful outcomes</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to make operational decisions.</li><li>• Ability to be assertive in challenging situations.</li><li>• Ability to make intelligent and sound commercial recommendations.</li><li>• Ability to work with drive and on own initiative with a wide range of people.</li><li>• Ability to motivate others around you.</li><li>• Excellent written, verbal and presentation skills.</li><li>• Excellent analytical and problem-solving skills.</li><li>• Excellent customer care skills.</li><li>• Excellent IT skills</li><li>• The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Sound understanding of relevant legislation.</li><li>• Sound understanding of Health and Safety</li><li>• Sound understanding of budgetary processes.</li><li>• Good understanding of project management principles</li><li>• Sound technical knowledge of Waste industry</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>  The post holder is required to demonstrate all the behaviours set out in the Kent standard, but these are key to this post	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• We are brave. We do the right thing, we accept and offer challenge</li><li>• We are curious to innovate and improve</li><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>

